

Working Group Recommendations for Long-term Homelessness Strategy and Summer 2017 Transition Plan

CITY COUNCIL – MAY 16, 2017



Agenda



- ▶ **Working Group process and recommendations**
 - ▶ Questions
- ▶ **2017 Summer Services**
 - ▶ Questions
- ▶ **Council Direction and Next Steps**

Background



- ▶ **Best practice for addressing homelessness**
 - ▶ **Permanent and rapid re-housing**
 - ▶ **Coordinated intake and assessment across all services**
 - ▶ **Individualized services**
 - ▶ **Data driven outcomes**

Working Group Process



- ▶ **Consultant– Corporation for Supportive Housing (CSH)**
- ▶ **16 core members; Nov., 2016 – April, 2017**
 - ▶ **Facilitated WG process**
 - ▶ **Reviewed current system utilization data and processes**
 - ▶ **Developed coordinated entry model for implementation**
 - ▶ **Drafted report and recommendations**

KEY DATA INFORMING SERVICES

2015 Night Sheltering

Market Segments (% of client population)	Unique Persons (2,337 total)	Cumulative Nights – BSH+ BOHO	Range (# nights per person)	Average nights per person
Heavy Users (3%)	71	18,360 (26%)	193 - 348	261
Moderate Users (20%)	454	37,839 (53%)	35-192	80
Light Users (77%)	1,811	14,878 (21%)	1-34	8

Proposed System

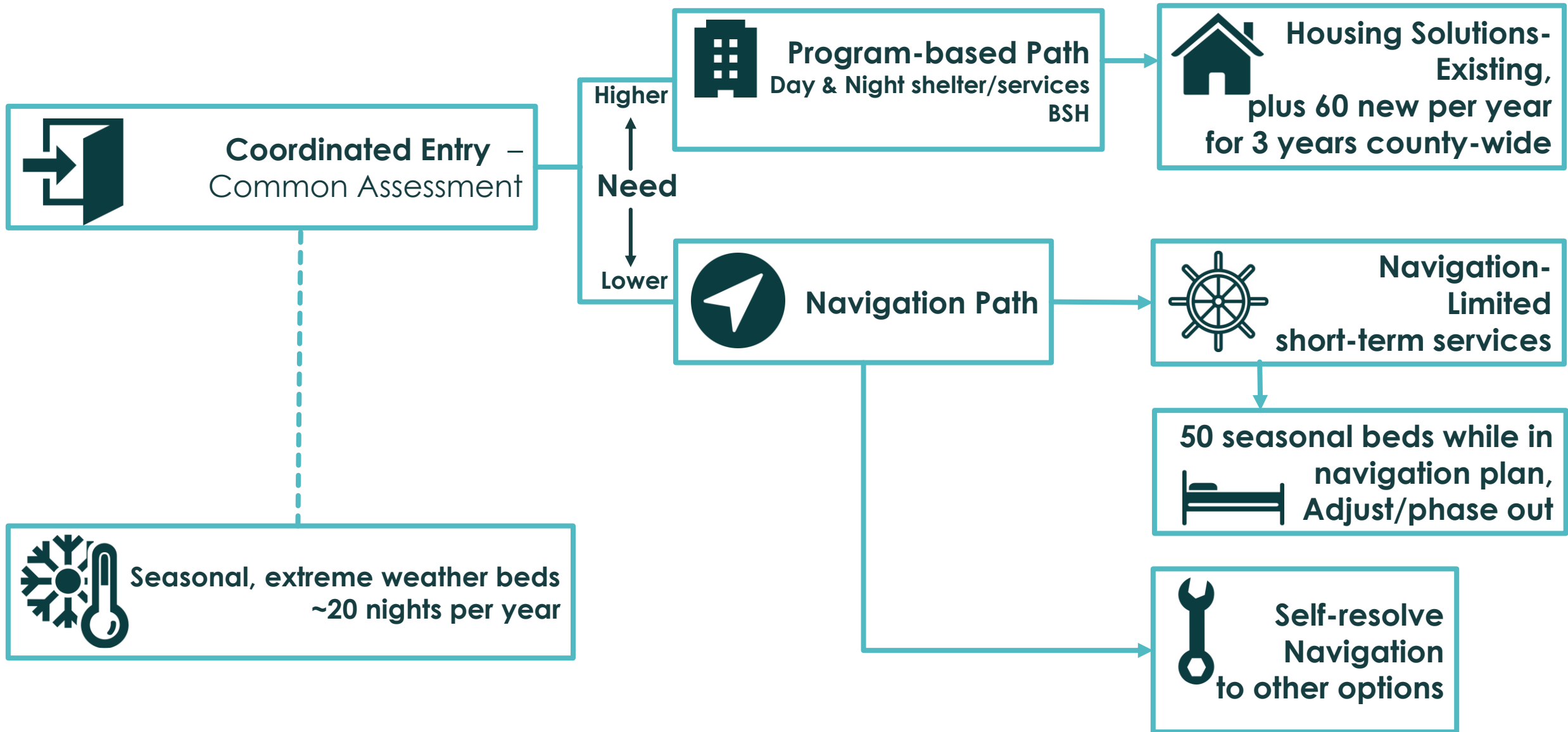


- ▶ Coordinated entry
- ▶ Prioritize services and resources based on individual assessment
 - ▶ Program-based shelter: year-round shelter and case management for moderate and high needs people until housing placement (160 beds)
 - ▶ Navigation (diversion) services: for lower needs
 - ▶ Rental assistance, mediation, reunification/transportation, referral
 - ▶ Up to 50 beds; < 8 days; adjust with real time data
- ▶ Housing targets to build capacity to exit shelter
- ▶ Real-time data; test assumptions/make adjustments

System of Services

Service	Former System	Proposed New System
Prioritized populations and services		X
Day Shelter (Year-Round)	X	Not recommended in new model except extreme weather
Day Services (Year-Round): • Case management • Health, Dental, Mental Health • Benefits Acquisition • Housing Navigation	Fragmented	Coordinated
Navigation (Year-Round): • Short term rental assistance • Mediation/Reunification/transportation	Limited	Expanded
Day-of Shelter – Summer		Not recommended in new model
Day-of Shelter – Winter	X	X
Program-Based Shelter (Year-round)	60 (BSH Transition Program)	160
Severe weather sheltering (Year-round)	X	X
Homeless Housing Targets		X
Transitional, Permanent/Supportive Housing	X	X
Meals (Year-Round)	X	X
Community Table	X	TBD
Morning Services at BSH	X	X

Services Flow



Working Group Recommendations



- ▶ **Agreement**
 - ▶ **System components**
- ▶ **Disagreement**
 - ▶ **Number of coordinated entry sites: A few or decentralized**
 - ▶ **Day of beds**
 - ▶ **Too many walk up beds or not supported**
 - ▶ **Too few walk up beds**

Implementation – Key Next Steps



Implementation Teams:

- ▶ Confirm agreements for services/service providers
- ▶ Confirm coordinated entry site(s) locations
- ▶ Identify site(s) for up to 50 seasonal walk up beds
- ▶ Refine assessment and data tools; staff training
- ▶ Identify one-time/ongoing resources to implement
- ▶ Adjust system/services with real-time data

Funders:

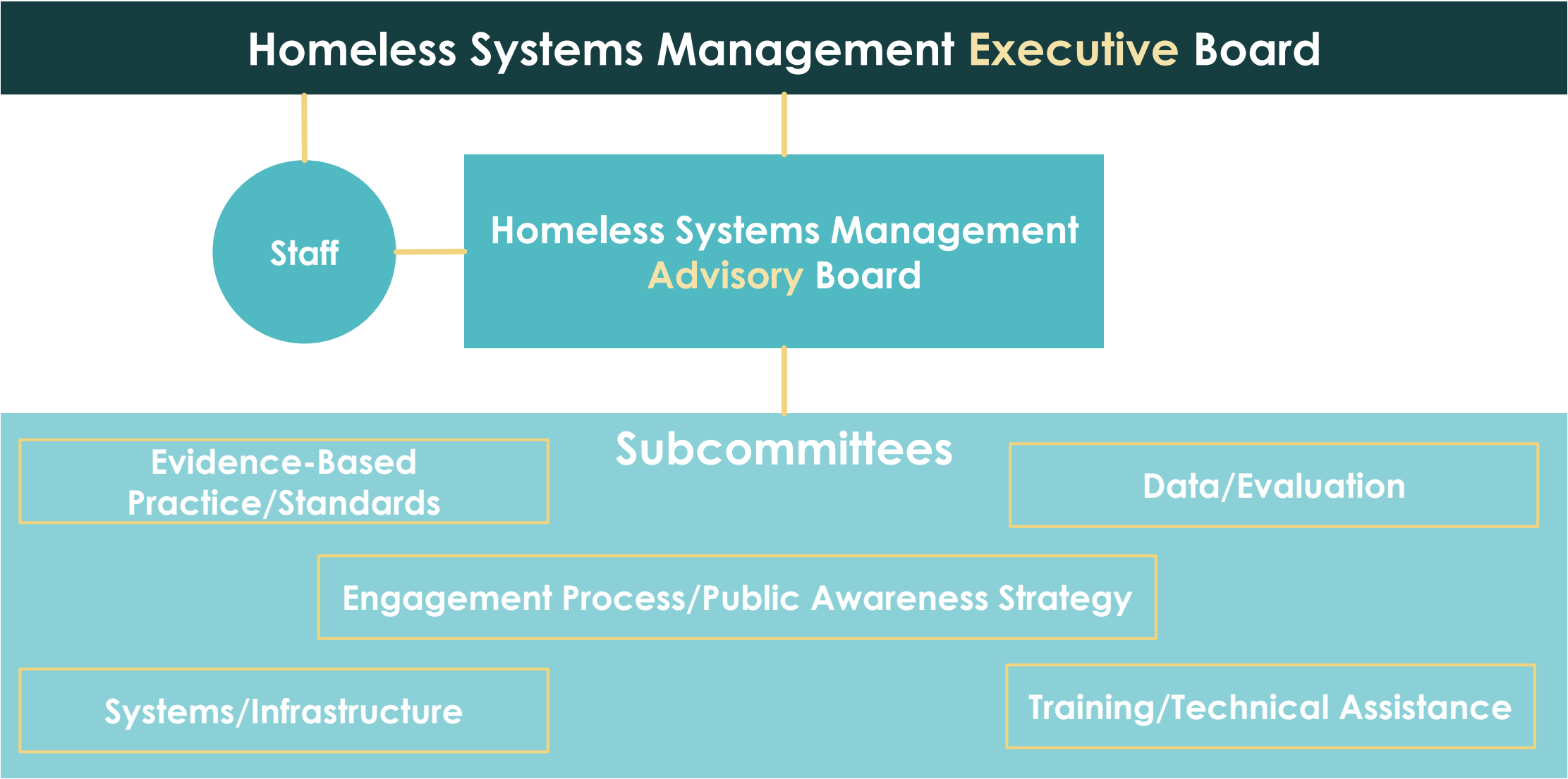
- ▶ Align current 2017 funding with new system; ongoing requests with 2018 budget process

Implementation – Services Issues



- ▶ **Resolve outstanding issues with service provider (BSH) and/or implementation teams:**
 - ▶ **Criteria for program based sheltering, including clean and sober and day time services at shelter**
 - ▶ **Criteria to prioritize clients for services**
 - ▶ **Navigation/walk up beds and program based shelter mix- # of**
- ▶ **Possible BSH Management Plan changes needed to implement recommendations**
- ▶ **Identify severe weather conditions and triggers**

Implementation - Governance



Potential subcommittees could include: Communications, Case Conference (High Utilizers), Municipal Working Groups

Implementation - Governance

Homeless Systems Management **Executive** Board

- ▶ Represents local communities
- ▶ Oversees alignment of system
- ▶ Provides oversight for allocation of resources
- ▶ Representation:



Housing and Human Services, Community Services Directors



Human Services Director, Planning or Housing, & Housing Authority Directors

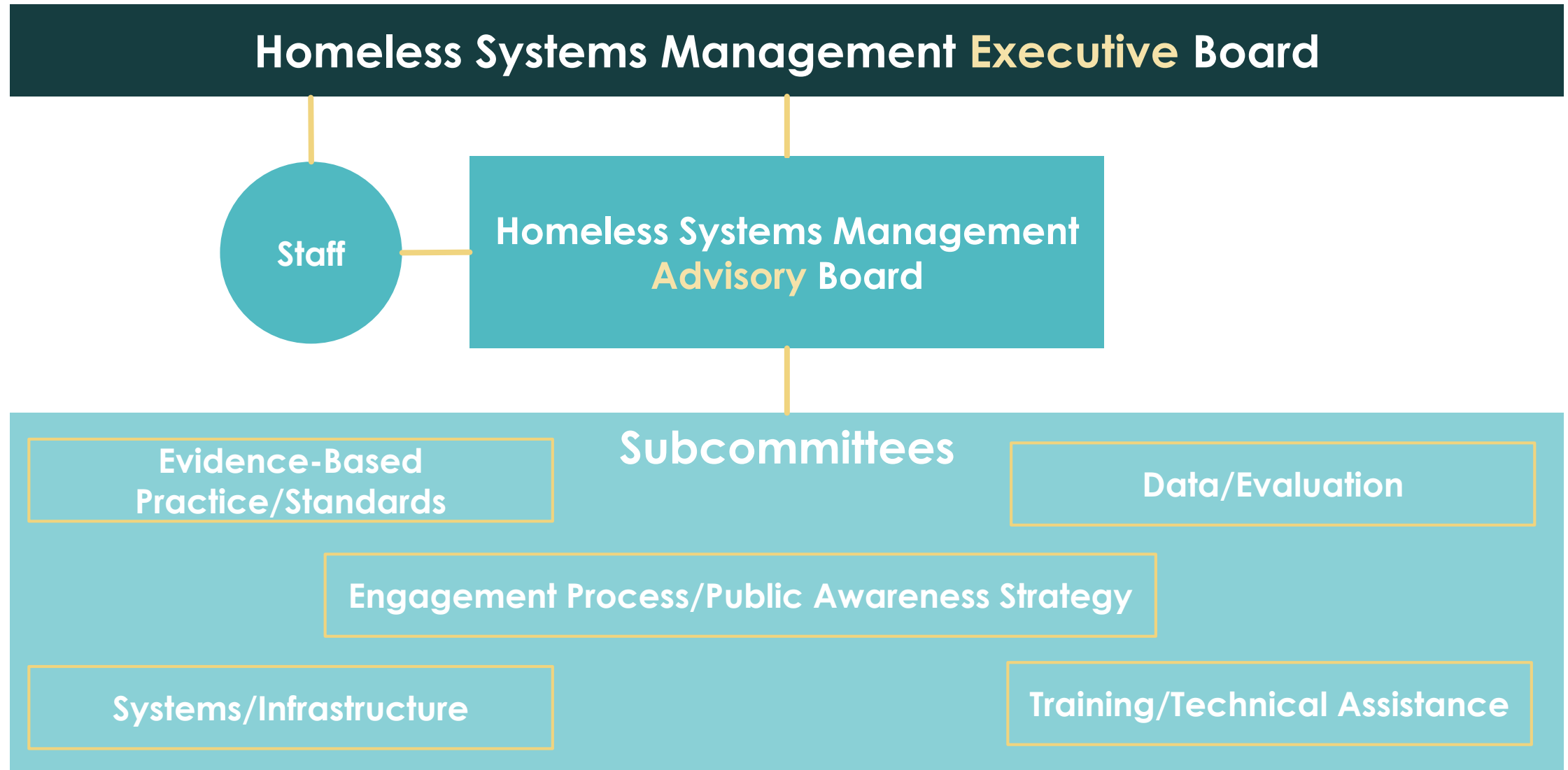


Community Services Director, Planning or Housing, & Housing Authority Directors



MDHI Executive Director

Implementation - Governance



Potential subcommittees could include: Communications, Case Conference (High Utilizers), Municipal Working Groups

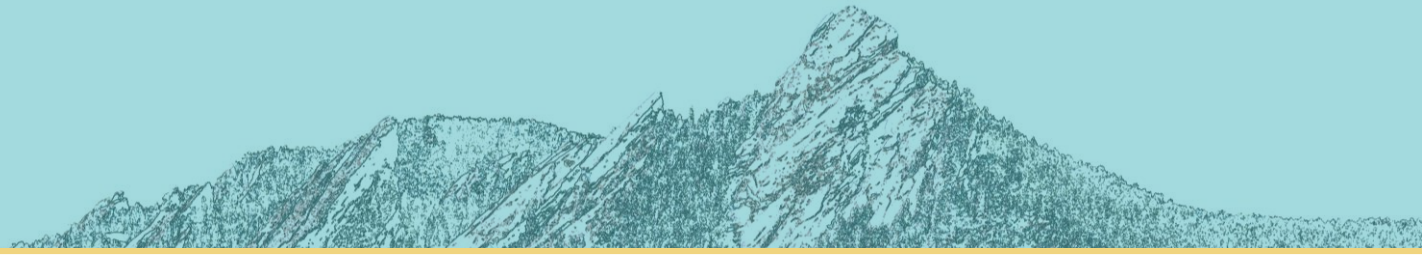
Implementation - Governance

Homeless Systems Management **Advisory** Board

- ▶ Provides subject matter expertise to support system implementation
- ▶ Makes recommendations for system improvements, programmatic and policy recommendations
- ▶ Representation:

Boulder Shelter for the Homeless	Municipal Court Navigator	Sister Carmen
Bridge House	Our Center	Mental Health Partners
Attention Homes	SPAN/Safe Shelter	EFAA
Peak to Peak Human Services	Faith Community	Client Representatives

Council Questions



- 1. Does council support the Working Group recommendations?**
- 2. Does council support the proposed system governance structure?**

Summer Services 2017



Continued

BSH - Morning services
(breakfast, showers, laundry,
sack lunch)

BH - Case management
(outreach at community sites
Harvest of Hope, Community
Table, Municipal Court, Women's
Day Shelter)

**Ready to Work Program and
Community Table**

BSH Transitions Program

**Extreme weather overnight
shelter**

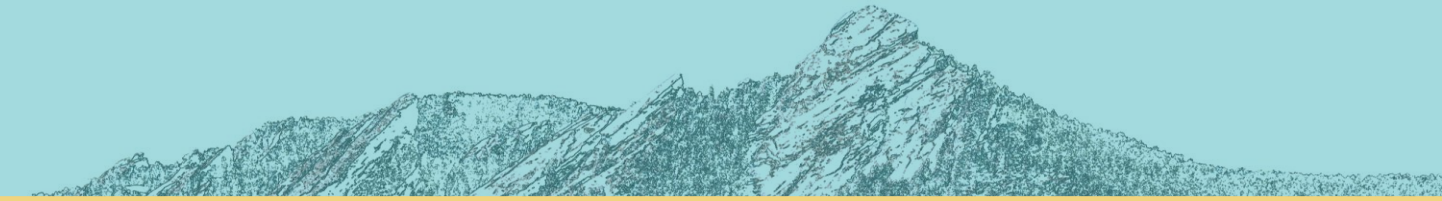
Enhanced

**BSH Transitions Program beds
expanded from 60-120**

**BH Ready to Work – 10 additional
internships at OSMP**

**BH pilot
reunification/transportation
services on small scale**

Summer Services 2017



Discontinued

Summer day shelter

- Not supported by WG recs
- Doesn't fit new model

35 BOHO clients – year-round
qualified clients offered beds
at BSH

Options for 2017 Summer Shelter



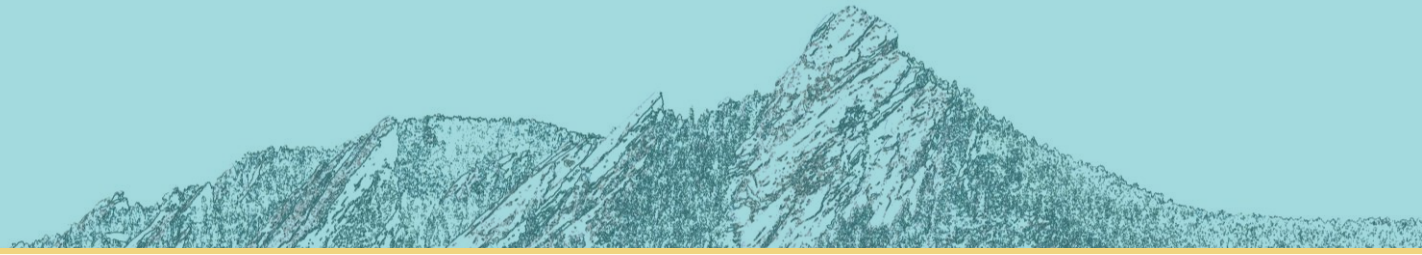
- ▶ Ongoing community concerns related to camping, public health and safety and summer programming
- ▶ Released Request for Letter of Intent for temporary summer shelter
- ▶ Gauge service provider interest and options for transitional summer shelter through Sept. 30 for consideration
- ▶ Responses Due May 19

Updates



- ▶ **May 10 Information Item: Municipal Court Homeless Demographic Data and the Homeless Navigator Update**
- ▶ **April 27 Information Item: Update on City Response to Encampments, Impacts Along Boulder Creek, Safety and Public Access**

Questions for Council



- ▶ **Although not consistent with Working Group or staff recommendations, should staff continue to work on implementation options for providing up to 50 summer shelter beds?**



City of Boulder Human Services

